



Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title

Head of Human Resource & Administration

Job Location

Dar es Salaam

Category

-

Job Type

Full Time

Job level

Head of Department

Industry

Communications & Journalism

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget

-

Max Budget

-

Primary Industry

Communications & Journalism: 10 Years

Secondary Industry

-

Primary Category

-

Secondary Category

-

Certificate

-

Qualification

-

Summary

The job entails directing and leading a strategic HR & Administration function for the organisation, including the design and development of HR & Administration policies, procedures, and guidelines. The jobholder is involved in the evaluation and monitoring of productivity through the Performance Management Systems, climate surveys, capability assessment, recruitments of supervisory and Senior & middle level management staff, co-ordination of job evaluation, training, process, compensation, and benefits management for designated cadre of staff, generation of management reports union negotiations, job profiling and provision of held desk services to achieve the desired business objectives.

Responsibilities

As Human Resources

- Formulates and executes the HR & Administration policy, plans and objectives working closely with the MD and the Group HRD.
- Meeting the company's business needs including identifying and retaining key talent to inform succession and business expansion plans, organization effectiveness, staff engagement and productivity;
- Enhancing the right culture and creating ownership of the company's vision, mission and values and driving change in line with business goals
- Provide effective manpower control, recruitment, and training programs in order to ensure that the quality of HR & Administration is maintained at optimum level and contributes to the successful achievement of business objectives.
- Manages policies and procedures that will guarantee the business of a healthy workforce (including employee wellness program) and productivity.
- Keeps abreast of the trends in labour laws and practices to ensure compliance and adoption of best practice
- Managing all issues around employee relations promptly including negotiating Collective Bargaining Agreements of recognized unions in the best interest of all parties;
- Ensures the job evaluation process, conducts salary and benefits surveys and recommends appropriate action so as to remain competitive
- Preparing the quarterly HR data and performance measurement reports to Management;
- Managing the HR team ensuring that they are clear about expected standards of performance, are motivated and developed to provide professional HR Services

Achieves Agreed Targets

- Projects assignment: As per agreed timelines and quality standards
- Budget: Maintains headcount within approved limits
- Talent Management (Talent Review)
- Succession Planning and Recruitment – Key Talent
- Customer service: 24 hour turnaround for resolution of complaints.

As Administration Manager

- Provide overall coordination of all activities related to office administration.
- Supporting the Managing Director in relation to projects/activities, infrastructure by timely follow up on implementation of various operational and administrative action plans
- Constant audit of how the company does things and recommends management actions to improve the standard procedures.
- Supporting the company's security management to ensure a safe and secure operating environment.
- Manage company buildings (estates) and oversee all other general property repairs.
- Work as a custodian of all company assets.
- Ensures availability and control of all required office furniture; ensure all offices have their consumables at all times.
- Ensure timely processing of payments for property; rent, assessment/property rates, licenses.
- Review the existing facilities and recommend ways and means of optimizing resources to achieve best practice.
- Supervise contracted service providers to ensure timely provision of quality goods and services and processing of their payments.
- Liaise with users of various facilities and services to ensure that complaints are addressed in a timely manner and are minimized.
- Achieves agreed targets:
 - Board meetings
 - Compliance with statutory requirements
 - Service level providers
 - Payment of bills and other property fees on time
 - Deadlines control: Zero tolerance
 - Customer Service: 24 hour turnaround for resolution of complaints.

Extent of Authority:

Over Staff:

- To allocate, check work progress and provide guidance
- Disciplinary actions

Financial:

- Budgetary controls
- Up to approved authority limits
- Authorises capex and opex within budget
- Approves staff loans/advances within policy
- Pension scheme statements and payments

Consultations:

Performs independently in accordance with general principles and directives and only refers to the Managing Director and/ Group HR Director for guidance/consultations/reviews

Other Managers:

- To approve recommendations and proposals
- To partner with them in implementation of HR process and procedures

Work generated by others:

- Performance appraisals from the department and line managers
- Manpower needs and staff changes from line managers
- Salary and benefits surveys from consultants
- Medical scheme and other insurance scheme companies
- Pension scheme statements and payments

Job Complexity

The jobholder has to keep abreast of HR best practices so as to deliver effective and efficient services in a highly dynamic business

environment. The jobholder is entirely responsible for the quality of staff recruited, accuracy of all management reports, information and data produced.

Effect of Errors:

- Lack of role clarity in the organisation
- Loss of direction by the staff
- Loss of key staff/ poor retention
- No measurement system for the business
- High staff turnover
- Indiscipline - loss of productivity
- Low employee engagement index (morale, motivation, commitment)
- Loss of revenue
- Non-compliance with statutory requirements may lead to legal action

Working Relationships:

Internal Contacts

- Managing Director for policy guidelines, consultations and approvals
- Group HR Director for consultation and guidance
- GM Finance and Operations for budget and Payroll issues
- Legal and Admin Manager over legal issues
- Executive Committee and the Heads of Departments on HR related issues e.g. Training, PMS, TR, Headcount
- All Categories of employees on people issues
- HR Managers in the organisation
- All managers and Executive Directors for liaison
- Group HRD for consultation, work progress and guidance
- All staff for HR support services

External Contacts

- HR practitioners
- Trade unions for negotiations and consultations
- Association of Tanzania Employers and HRSTA for liaison and advise
- Ministry of Labour officials for labour related issues
- CMA and Labour court for labour issues
- Educational institution
- Local and overseas HR organization and consultants
- Job applicants and recruitment consultants for recruitments

Education & Qualifications

Academic

- Basic University Degree in HR or its equivalent from a recognized institution.

Professional

- Post-graduate Diploma in HR and Membership to a relevant body

Requirements

- Ten (10) years of relevant experience with three (3) of those years at managerial level

Driving Licence

Not Required

To Apply for This Job [Click Here](#)